



2-1-1 Service in New York State

Updated: 8/2011

Regional Call Centers and Web Sites

Six regional call centers and two supporting partner sites with their collaborative partners, currently offer 2-1-1 in their regions. Regions with live service include: Finger Lakes, Hudson Valley (which also supports the Adirondack region), New York City, Capital Region, Susquehanna River Region and Western New York. Most are staffed by nationally certified call specialists who are able to assist them by providing information and/or referral to community resources. In addition residents can obtain information from each of the region's web sites, also shown below.

The following counties are served by 2-1-1 in New York:

Finger Lakes Region: Cayuga, Livingston, Monroe, Ontario, Seneca, Wayne.

www.211fingerlakes.org

Partner Site at Bath: Allegany, Chemung, Schuyler, Steuben, and Yates

www.211helpline.org;

Partner site at Tompkins: Tompkins

www.211tompkins.org

Hudson Valley Region: Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester.

Adirondack Region: Franklin, Clinton and Essex.

www.Hudson211.org

New York City Region: Bronx, Kings, Richmond, New York, and Queens

www.nyc.gov/311

Northeast Region: Albany, Columbia, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington.

www.211NENY.org

Susquehanna River Region: Tioga and Broome.

www.firstcallforhelp.info

Western New York Region: Chautauqua, Cattaraugus, Erie, Genesee, Niagara

www.211WNY.org

Counties/Regions Without 2-1-1

- **Central & Northern Regions:** Cortland, Onondaga, Oswego, Lewis, Jefferson, St. Lawrence.
- **Leatherstocking:** Herkimer, Madison, Oneida
- **Long Island Region:** Suffolk and Nassau (currently services suspended; lack of funds)
 - On line database operational: www.211longisland.org
- **Susquehanna River Region:** Chenango, Otsego and Delaware
- **Western NY:** Orleans and Wyoming